MOTOROLA SOLUTIONS

TECHNICAL SERVICE BULLETIN

ASSET NUMBER: MN011487A01
TITLE: VESTA 9-1-1 FEDERAL RELEASE 7 AND 8 UPDATES FOR APRIL 2025
PRIORITY: HIGH
EFFECTIVE DATE: MAY 5, 2025

INTRODUCTION

Motorola Solutions is committed to helping people be their best in the moments that matter. As part of this effort, we are providing this Technical Service Bulletin (TSB) to provide a list of updates applicable to the U.S. Department of Defense (DOD) Information Network (DODIN) Approved Product List (UC APL) certified VESTA 9-1-1 Federal Release 7 (R7) and 8 (R8) solutions. Motorola Solutions conducted a thorough evaluation and has confirmed the following updates are applicable to the VESTA 9-1-1 Federal R7 and R8 solutions. Even though the VESTA 9-1-1 Federal R7 and R8 solutions are deployed in a private enclave with no outside connectivity, it is recommended that customers install the patches in accordance with the site's security policy. This month also includes patches for Adobe® Acrobat Reader DC, VMware Tools and Linux.

ORDERING INFORMATION

We are committed to providing you with the highest level of security for our products and services. As part of this commitment, we've created a comprehensive package containing all the security patches released this month.

PART NUMBER	DESCRIPTION
870890-VSP052025	VESTA 9-1-1 SECURITY PATCHES MAY 2025

ISSUE

This TSB covers Microsoft® security patches released in April 2025 that apply to Motorola Solutions systems. Motorola Solutions will test and release the patches listed in the APRIL 2025 SECURITY ONLY UPDATE section.

MOTOROLA SOLUTIONS UPDATE SUPPORT

Motorola Solutions has performed limited depth testing on these patches for the applicable Operating Systems (Windows Server 2019 and Windows 10 version 1607, 1809, and 21H2) with currently released products, and has deemed the patches suitable for installation. It is recommended that customers install the patches immediately, in accordance with the site's security policy. Windows 7, Windows Server 2008 R2 and Windows Server 2012 R2 will no longer be tested.

DEPLOYMENT

RECOMMENDATION: Motorola Solutions recommends that customers perform their own testing with known site-specific third-party software and comply with site-specific security policies. A limited rollout of new security patches is recommended to ensure successful cohabitation.

WARNING: Any non-Motorola Solutions provided media should be scanned for viruses in order to ensure that no unintended software or virus is introduced into the Call Center.

INSTALLATION TIP: In addition to any Microsoft installation instructions or requirements, Motorola Solutions recommends that any Motorola Solutions products be shut down during the installation of a patch.

NOTE: If a pop-up window is displayed when installing Windows 10 patches that states, The update is not applicable to your computer, then check the local group policy and ensure the following two policies are set to **Not configured**.

Navigate to **Computer Configuration** → **Administrative Templates** → **Windows Components** → **Windows Update** → **Defer Windows Updates**.

Setting	State
Select when Feature Updates are received	**Not configured**
Select when Quality Updates are received	**Not configured**

APRIL 2025 SECURITY ONLY QUALITY UPDATE - KNOWLEDGE BASE ARTICLE:

Win 10 LTSB (1607): https://support.microsoft.com/help/5055521

Server 2019/Win 10 (1809): https://support.microsoft.com/help/5055519

Win 10 LTSC (21H2): https://support.microsoft.com/help/5055518

Microsoft no longer provides the direct download link for each specific security update. Using the Microsoft Security Portal, ensure the correct file is downloaded for the applicable operating system when presented with the list of products.

April 2025 Security Only Quality Update for Server 2019, Windows 10

https://msrc.microsoft.com/update-guide

APRIL 2025 SECURITY ONLY UPDATES

Applies to: Server 2019
2021-08 Servicing Stack Update for Windows Server 2019 for x64-based Systems (KB5005112) - Must install before KB5055519
https://www.catalog.update.microsoft.com/Search.aspx?q=5005112

2025-04 Cumulative Update for Windows Server 2019 for x64-based Systems (KB5055519)
https://www.catalog.update.microsoft.com/Search.aspx?q=KB5055519

2025-04 Cumulative Update for .NET Framework 3.5 and 4.7.2 for Windows Server 2019 for x64 (KB5054695)
https://catalog.update.microsoft.com/Search.aspx?q=5054695

2025-04 Cumulative Update for .NET Framework 3.5 and 4.8 for Windows Server 2019 for x64 (KB5055175)
https://catalog.update.microsoft.com/Search.aspx?q=5055175

Applies to: Windows 10 LTSB 1607
2025-04 Servicing Stack Update for Windows 10 Version 1607 for x64-based Systems (KB5055661) - Must install before KB5055521
https://www.catalog.update.microsoft.com/Search.aspx?q=KB5055661

2025-04 Cumulative Update for Windows 10 Version 1607 for x64-based Systems (KB5055521)
https://www.catalog.update.microsoft.com/Search.aspx?q=KB5055521

2025-04 Cumulative Update for .NET Framework 4.8 for Windows 10 Version 1607 for x64 (KB5055170)
https://catalog.update.microsoft.com/Search.aspx?q=5055170

Applies to: Windows 10 LTSC 1809
2021-08 Servicing Stack Update for Windows 10 Version 1809 for x64-based Systems (KB5005112) - Must install before KB5055519
https://www.catalog.update.microsoft.com/Search.aspx?q=KB5005112

2025-04 Cumulative Update for Windows 10 Version 1809 for x64-based Systems (KB5055519)
https://www.catalog.update.microsoft.com/Search.aspx?q=KB5055519

2025-04 Cumulative Update for .NET Framework 3.5 and 4.7.2 for Windows 10 Version 1809 for x64 (KB5054695)
https://catalog.update.microsoft.com/Search.aspx?q=5054695

2025-04 Cumulative Update for .NET Framework 3.5 and 4.8 for Windows 10 Version 1809 for x64 (KB5055175)
https://catalog.update.microsoft.com/Search.aspx?q=5055175

Applies to: Windows 10 LTSC 2021 [21H2]
2025-04 Cumulative Update for Windows 10 Version 21H2 for x64-based Systems (KB5055518)
https://www.catalog.update.microsoft.com/Search.aspx?q=KB5055518

2025-04 Cumulative Update for .NET Framework 3.5 and 4.8 for Windows 10 Version 21H2 for x64 (KB5054977)
https://catalog.update.microsoft.com/Search.aspx?q=5054977

2025-04 Cumulative Update for .NET Framework 3.5 and 4.8.1 for Windows 10 Version 21H2 for x64 (KB5054978)
https://catalog.update.microsoft.com/Search.aspx?q=5054978

Applies to: Malicious Software Removal Tool v_5.132

Applies to: MS Defender Platform Current Channel (Broad)

Applies to: MS Defender

Applies to: MS Edge v_135.0.3179.73

Applies to: Adobe Reader DC 32-bit AcroRdrDCUpd2500120435.msp

Applies to: Adobe Reader DC 64-bit AcroRdrDCx64Upd2500120435.msp

Applies to: VESTA 9-1-1 Federal R7.0 SP2 HF1+ MDS VMs SCS1M-12.0.0.7.iso

> **NOTE:** Refer to the changelog file **changelog_SCS1M-12.0.0.7** for the list of updates or changes included in this release.

Applies to: VMware Tools VMware-tools-12.5.1-24649672-x64.exe

Applies to: PC BIOS
To ensure optimal system performance and security, please download and install the latest BIOS update for your PC from the machine manufacturer support website.

For HP workstations: https://support.hp.com/us-en

SETUP FOR WINDOWS 10 INSTALLATION

1. Download the Microsoft patches to the C:\ drive of the workstation.
2. Open the **Services** program and start the **Windows Update** service.
3. Double-click the patch file and click **Open** when the **Open File – Security Warning** window is displayed.
4. Click **Yes** when the **Windows Update Standalone Installer** window is displayed.
5. After the patch finishes installing, restart the workstation.
6. Stop and disable the **Windows Update** service in **Services**.

SETUP FOR LINUX PATCH INSTALLATION

MDS VM A

1. Log on to the ESXi web UI.
2. Upload **SCS1M-w.x.y.z.iso** to the datastore, for example, **datastore1/mdsos**.

   Where **w.x.y.z** represents the version.
3. Click **Virtual Machines**.
   a. Right-click **MDS** VM and select **Edit settings**.
   b. Expand **CD/DVD Drive 1**.
   c. Click **Datastore ISO file**.
   d. Locate the MDS OS ISO file that was uploaded from the media kit and click **Select**.
   e. Enable the **Connect** checkbox.

      Ensure that the **Connect at power on** checkbox is cleared.
4. Open an ESXi console window for the VM and log on as vital user.
5. Type **sudo -i** to elevate the privileges.
6. Type **mds-config-disable-services.sh** to disable the MDS services.
7. Perform a test call to verify that the VESTA 9-1-1 system is still operating.
8. Type **mds-soften** to soften the MDS software installation.
9. Type **mount /dev/cdrom /media**, to mount the iso image:
10. Type **/media/UpdateOS.sh to i**nstall the patches.
11. Type **eject** when the update is complete.
12. Type **reboot** to restart the VM.
13. After the reboot is complete, log in as vital user.

14. Type **sudo -i** to elevate the privileges.
15. Type **mds-config.sh --force --batch** to apply the MDS application configuration.
16. Type **mv -f /etc/sipxpbx/mappingrules.xml.in.save /etc/sipxpbx/mappingrules.xml.in** to restore any modifications made to the mapping rules.
17. Type **mds-reharden** to re-harden the MDS VM.
18. Type **mds-config-enable-services.sh** to enable the MDS software.
19. Perform a test call to verify that the VESTA 9-1-1 system is still operating.
20. Repeat steps 1 to 20 for MDS VM B.

SUPPORT

If you require assistance or information regarding this TSB, contact the Motorola Solutions Technical Support team at 800.491.1734. Please select **2** for Technical Support and listen for the product announcements. You can also contact Technical Support by e-mail at Vesta.TechSupport@motorolasolutions.com. E-mail messages are responded to within 24 hours.

CLOSING

Your immediate attention to this matter is greatly appreciated. If you have questions or require further assistance, please contact us at 951.719.2100 or Vesta.ProductLineManagement@motorolasolutions.com. We appreciate your continued support of our products and services.

– Product Management Team

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